

CIT Customer Service Report for the Telecommunications Branch



For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM

Snapshot Date: 5/1/2009 7:30:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	14	0	0	2	0	0	12	0
Conferencing	4	0	0	0	0	0	0	3	0	1	9
DELPRO	9	0	0	166	0	0	113	4	0	58	1
General Info	53	0	0	1	1	0	5	28	0	20	6
New Request/Termination	16	0	0	5	0	0	9	2	0	10	2
Phones/Accessories	27	0	0	10	1	0	5	13	0	18	5
Repair	4	0	0	0	0	0	1	0	0	3	5
Repairs	74	0	0	471	0	0	19	63	0	463	1
Training	18	0	0	1	0	0	1	14	0	4	8
TSR	76	0	0	492	0	0	163	67	0	338	1
User Change	6	0	0	1	0	0	1	0	0	6	6
Voice Mail	30	0	0	4	0	0	0	22	0	12	6
Web Work	0	0	0	2	0	0	0	0	0	2	0
Grand Total:	317	0	0	1167	2	0	319	216	0	947	1

Total Tickets Closed: 1163

Total Tickets Assigned/Pending/Checked Out: 321

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Total Tickets Created: 1484